

HUMAN RESOURCES ASSISTANT - ADVANCED

Position Summary: This position works in the Staffing, Classification and Compensation Section of the Human Resource Services Bureau within the Administrative Services Division of the Department of Workforce Development. The incumbent of this position independently uses the DWD Human Resource System (HRS) and the State of Wisconsin's Employment Source (WISCJOBS) to certify eligible candidates for vacant positions; and to coordinate the union transfer, permissive transfer and recall programs for the department. The position independently provides technical information to employees, division representatives and walk-in customers regarding human resource processes and procedures, and coordinates related activities with appropriate personnel. The person in this position trains personnel in DWD's divisions how to process certification and transfer requests, and provides limited career counseling to employees. This position is also responsible for providing a variety of program support services to the Bureau, including helping walk-in customers, coordinating printing and forms, processing and reconciling monthly invoices and payments, routing hiring recommendations within the Bureau, maintaining position review logs, assisting with the Department of Administration's Centralized Position Review process and other miscellaneous duties as assigned. The incumbent is also a member of the HR Layoff Team and assists with various activities related to position reductions. Work is performed under general supervision of the Staffing, Classification and Compensation Section Chief.

Time % Goals and Activities

40% A. Certification of Eligible Candidates for Filling Vacant Positions

- A1. Determine the appropriate employment register to use for certifications based on the information accompanying the certification requests.
- A2. Enter certification requests into WISCJOBS and generate trial and/or final lists of certified candidates.
- A3. If necessary, consult with the assigned staffing specialist for clarification on certification rule to use for each certification.
- A4. Consult with supervisors to determine certification rule to use for positions using already established registers.
- A5. Notify supervisors, division AA/EEO officers, and the department AA/EEO officer when a position is underutilized regarding actions to be taken.
- A6. Review and approve supervisors' requests for additional certified names.
- A7. Answer supervisors' questions about certification rules, procedures and policies according the Statutes, Administrative Code and relevant policies and procedures.
- A8. Answer candidates' questions about the selection and certification process, the status of employment registers, and their results notices.
- A9. Interpret and apply policies and procedures of the Wisconsin Human Resources Handbook.
- A10. Poll registers as needed by collecting applicant data through letters, surveys or other correspondence.
- A11. In consultation with the assigned staffing specialist, initiate requests to extend or reactivate registers. Obtain Affirmative Action approval for registers in underutilized job groups.

- A12. Prepare requests to rescind certification and submit to the Office of State Employment Relations (OSER) for approval.
- A13. Monitor certifications to ensure hires are made within 60 days. Contact supervisors of positions to obtain reasons for hiring delay and close certification or request extension from OSER.

30 %

B. Coordination of union transfer, permissive transfer and restoration programs.

- B1. Review all incoming certification requests daily, determining which positions must be posted for union transfer, taking into account which contract covers the position, whether or not the position is in a progression series, which employing unit the position is in, etc.
- B2. Evaluate supervisors' requests for special qualifications to determine the requirements on posting announcements.
- B3. Announce union represented vacancies according to collective bargaining agreements for the appropriate posting period on the Transfer Opportunities Web page, including pertinent information regarding the vacancy.
- B4. Send notification to Wisconsin State Attorneys Association President for vacant Attorney positions.
- B5. Evaluate employee work histories to determine if they meet special transfer requirements.
- B6. Produce and review computer lists of mandatory transfer names for supervisors after the closing date of the posting.
- B7. After mandatory posts and DWD At Risk referrals have cleared, offer supervisors permissive transfer lists or certified lists of qualified candidates from established registers.
- B8. Advise employees and former employees on how to transfer and/or reinstate into state service and options available for transfer throughout state civil service.
- B9. Analyze transfer request forms to determine eligibility for transfer to requested positions.
- B10. Enter transfer requests into HRS and maintain database.
- B11. Present and explain the posting procedures before meetings of union and/or management representatives.
- B12. Present names of work-injured employees to supervisors for filling vacancies when appropriate.
- B13. Determine if there is a current register to use for certification. If not, forward the certification request to the Staffing, Classification and Compensation Section Chief for assignment to a staffing analyst for exam development.

5%

C. Management of the "At-Risk" job announcement process for the department.

- C1. Announce job opportunities on the DWD At-Risk Opportunities Web page for department staff who have been placed at risk or laid off from their positions.
- C2. Give certifications needing statewide at-risk posting to staffing analyst for announcement.

- C3. Manage applications received for each WISCERS announcement by preparing a list and forwarding names and contact information to supervisor of the position before certification.
- C4. Ensure that applicant materials are retrieved from WISCERS for positions with continuous recruitments and forwarded to supervisors before certification
- C5. Inform hiring supervisors of the policy regarding considering and hiring at-risk or laid-off employees.
- C6. Serve as a member of the HR Layoff Team, and coordinate documentation and reporting to OSER of At Risk and Layoff activities.

10%

D. Management of the represented and non-represented restoration processes for the department.

- D1. Follow appropriate collective bargaining agreement steps for offering restoration.
- D2. Produce a list of employees who are eligible to be contacted regarding the vacancy both on a mandatory and permissive recall basis.
- D3. Contact mandatory restoration employee(s) in rank order regarding the vacancy indicating their restoration rights.
- D4. Notify the hiring supervisor that mandatory employee(s) exist and are in the restoration process.
- D5. If the employee accepts restoration to the vacancy, notify the supervisor.
- D6. If the employee refuses mandatory restoration, notify the supervisor, remove the employee from the restoration roster and notify the mandatory employee of the removal.
- D7. Update the restoration roster to reflect the change of status of employees.
- D8. Notify Payroll if a candidate for mandatory restoration turns down a reasonable offer and is being removed from the restoration roster.

5 %

E. Provision of career counseling to department employees.

- E1. Counsel agency staff on human resource policies, procedures, career development and progression potential.
- E2. Advise employees on taking state civil service exams, how to transfer between agencies, and promotional opportunities within DWD or state service.
- E3. Counsel employees on how to request reinstatement, how to terminate from state service, and physical moves around the state.
- E4. Answer questions from callers and walk-in customers regarding vacancies, application procedures, layoff and recall status.

10 %

F. Provision of program support for other miscellaneous duties.

- F1. Provide backup assistance to other section employees in their absence.
- F2. Coordinate bureau printing requests.
- F3. Coordinate bureau forms, including development, maintenance, approval and printing of forms and publications.
- F4. Process and reconcile monthly invoices and payments in the Reengineering Acquisition, Payment and Information Disposition System (RAPIDS).
- F5. Participate in bureau, division or department work groups and committees as assigned.

- F6. Complete special assignments as directed by the Bureau Director or Section Chiefs.
- F7. Develop and email agendas for monthly Division HR representative meetings (DiHR). Annually, schedule meetings and rooms for DiHR meetings. Distribute materials to DiHR representatives after meetings or between meetings.
- F8. Assist with the DOA Centralized Position Review process. Tasks may include preparation of paperwork for review, scanning documents for submission, entering submissions into WiscJobs and/or WebsRUs, and sending notifications of approvals to divisions.
- F9. Route hiring recommendations to DWD AA/EEO officer and HR Director for approval.
- F10. Log transactions into the Position Review Committee Log.
- F11. Send employees who have been approved for disability retirement a letter to terminate employment.
- F12. Load P-Roster information to S-Drive for bureau staff use when sent from OSER.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to identify, analyze, and solve problems.
2. Ability to independently organize and prioritize work.
3. Ability to coordinate multiple activities.
4. Ability to meet and deal effectively with the public.
5. Effective oral and written communication skills.
6. Knowledge of mainframe and personal computers, data entry and database knowledge/skills, and ability to deal with data processing problems and issues.
7. Knowledge of Microsoft Word, Excel and Access.
8. Knowledge of proper telephone usage and techniques.
9. Knowledge of Wisconsin statutes (Chapter 230) and administrative rules regarding certification and register establishment.
10. Knowledge of collective bargaining agreements for state employee unions and ability to interpret and apply contract provisions.